

1050 - NEIGHBORHOOD SERVICES DIRECTOR
(Commission Approval Pending)

NATURE OF WORK

Highly responsible managerial position with responsibility for overseeing the City's community and neighborhood development functions, which may include Community Development, Housing, Homeless, Elder and Children's Affairs functions; Code Enforcement; Community Outreach and Service Coordination; Information and Referral and Public Information and Communications.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Develops and implements policy directives, working with other Directors and executive staff.

Develops and establishes a coordinated team to provide and ensure the highest quality customer service and neighborhood outreach.

Oversees and coordinates the functions of the department with other City programs, departments and with other agencies.

Provides critical analysis to identify and capitalize on opportunities for process reengineering and organizational efficiencies.

Meets with public officials and civic organizations to explain various department projects and programs.

Meets with Division Heads to discuss the priorities, scheduling, assignments, problems and special projects or emergencies to insure proper and prompt action is taken towards resolving department situations.

Reviews and analyzes reports, budget, plans, bids, contracts, and other correspondence submitted from within the department or by outside consultants, to insure compliance with prescribed standards, rules and regulations.

Trains other employees concerning their duties or departmental functions.

Conducts research and investigations relating to department operations.

Develops, implements, evaluates and maintains departmental programs.

Assesses personnel training needs of the department in order to plan, organize and implement appropriate training programs.

Prepares and administers the department budget.

Administers personnel actions within the Department in accordance with City procedures

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Proficiency and understanding of how information technology can support municipal government.

Experience in the development of budgets and fiscal policy.

Extensive knowledge of the principles and procedures used in budget preparation, justification, monitoring and reporting.

Experience in process re-engineering, work redesign, and organizational development.

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Extensive knowledge of the principles of general management, public and business administration,

and their application to governmental administration.

Considerable knowledge of applicable Federal, State, and City laws, rules, regulations, and ordinances pertaining to departmental operations, or the ability to acquire such knowledge.

Considerable knowledge of the principles and practices of modern office administration.

Strong communications and public relations skills.

Extensive knowledge of supervisory principles and practices.

Considerable knowledge of the principles and practices of public personnel administration, City personnel policies and procedures, or the ability to acquire such knowledge.

Considerable knowledge of basic accounting principles, practices, and procedures and their application to governmental computerized accounting systems.

Ability to train subordinate employees in the area of their work assignment.

Ability to establish and maintain effective working relationships with other employees, supervisors, department officials, officials of other agencies, and the general public.

Ability to give and carry out complex verbal and written instructions.

Ability to express ideas and information clearly and concisely, both verbally and in writing.

Ability to evaluate supervisory and subordinate employees' performance.

Ability to discern and extract pertinent facts from verbal and written guidelines, policies and procedures, and apply them to a variety of problems.

Ability to supervise a staff of administrative employees in a manner conducive to full performance and high morale.

Ability to develop and implement administrative programs and procedures and to evaluate their effectiveness

Ability to exercise judgment and discretion in devising, installing, and interpreting City rules, regulations, policies, or procedures.

MINIMUM REQUIREMENTS

A bachelor's Degree in Public Administration, or a related field; at least 5 years of experience in senior management in public or business administration; a career demonstrating progressively responsible leadership positions involving broad administrative, supervisory, and management experience. A demonstrated record of success in working with citizen, public interest and neighborhood groups in a diverse and highly participative community is required. Experience may substitute for education on a year-for-year basis.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees

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and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving,

climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

General and specific assignments are received from an Assistant City Manager. Work is performed with little supervision and broad latitude for use of independent judgment in the selection of work methods and procedures.

SUPERVISION EXERCISED

Supervises the work of management, supervisory, administrative, clerical, technical, and all other employees within the department.

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